



# *Measuring Our Progress*

Washington State  
Workforce Development System  
September 2004



# *Measuring Our Progress*

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Washington State's workforce development system is a network of services, programs, and investments with shared goals covering the skills of the state's workforce, productivity, employment, earnings, and customer satisfaction.

The Workforce Training and Education Coordinating Board, in conjunction with the programs of the workforce development system, established a performance management system with two purposes in mind—to identify desired outcomes for workforce development and to measure progress toward those outcomes.

The outcomes focus on the difference workforce development makes in the lives of program participants, their families, and their communities. They are not static targets, but conditions that should be increasingly true.

- **Competencies:** Washington's workforce possesses the skills and abilities required in the workplace.
- **Employment:** Washington's workforce finds employment opportunities.
- **Earnings:** Washington's workforce achieves a family-wage standard of living from earned income.
- **Productivity:** Washington's workforce is productive.
- **Reduced Poverty:** Washington's workforce lives above poverty.
- **Customer Satisfaction:** Workforce development participants and their employers are satisfied with workforce development services and results.

## *Measuring Our Progress (cont.)*

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- **Return on Investment:**  
Workforce development programs provide returns that exceed program costs.

Numerical indicators, when measured and charted over time, paint a descriptive picture of how well the state's workforce development system is doing to meet the needs of employers and workers.

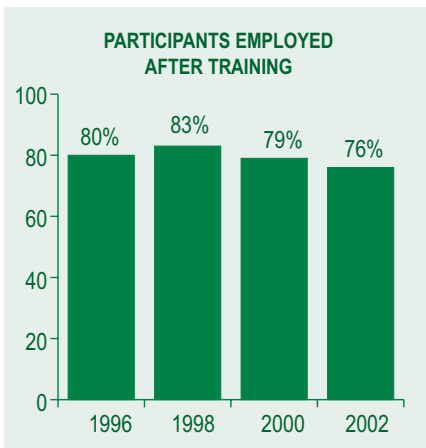
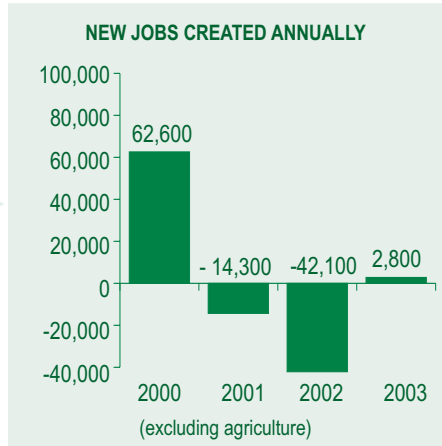
Many of the following key indicators show the effect of the recent recession on Washington's workforce.

# Employment

GOAL: Washington's workforce finds employment opportunities.

## Key Indicators

*The number of jobs in Washington's economy has started to rebound from the recent recession. There were 2.7 million nonagriculture jobs in Washington State in 2003.*



*The large majority of workforce development program participants said they were employed seven to nine months after leaving their training program, although the percentage declined during the recent recession.*

# Earnings

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GOAL: Washington's workforce achieves a family-wage standard of living from earned income.

## Key Indicators

*The mean hourly wages of all Washington workers have stayed about the same during recent years (in 2003 dollars).*



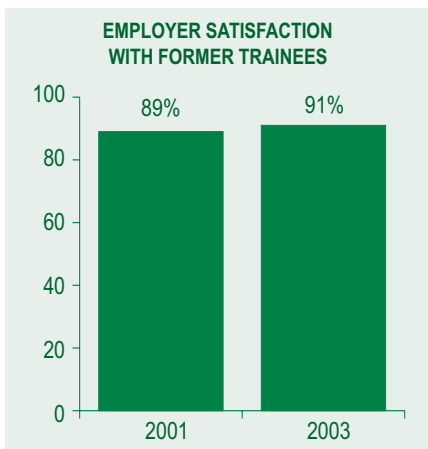
*The median hourly wage of workforce development program participants seven to nine months after leaving their program declined slightly during the recent recession (in 2003 dollars).*

# Customer Satisfaction

GOAL: Workforce development participants and their employers are satisfied with workforce development services and results.

## Key Indicators

*The percentage of former workforce training participants satisfied with the services they received remains very high.*



*The percentage of Washington employers satisfied with the overall quality of new employees that participated in workforce training programs remains very high. (Note: A different survey tool was used prior to 2001.)*

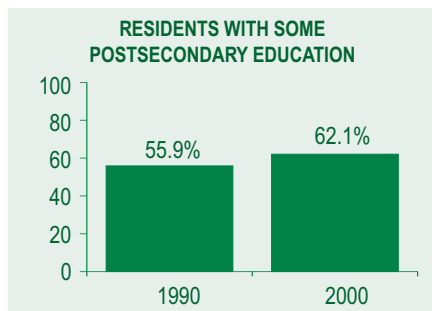
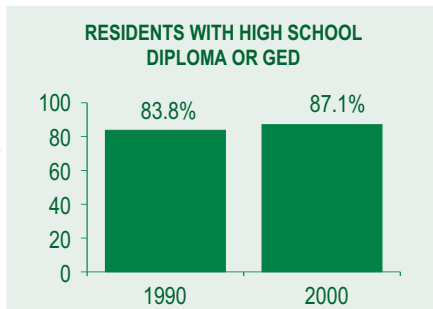
# Competencies

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GOAL: Washington's workforce possesses the skills and abilities required in the workplace.

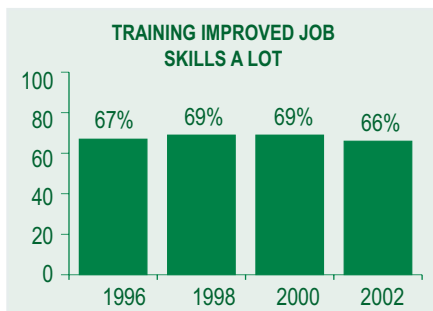
## Key Indicators

*An increasing percentage of Washington residents aged 25 years and older has a high school diploma or GED.*



*An increasing percentage of Washington residents aged 25 years and older has some postsecondary education.*

*About two-thirds of workforce program participants report training improved their job-specific skills a lot.*



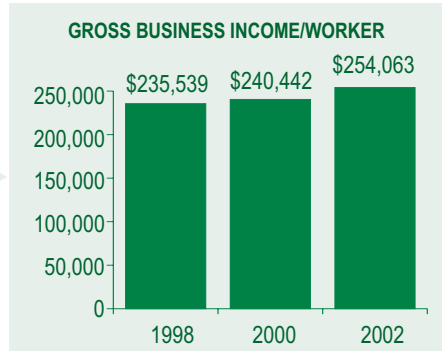


# Productivity

GOAL: Washington's workforce is productive.

## Key Indicator

*Washington employers receive an increasing amount of income per worker (in 2003 dollars).*



# Poverty

Goal: Washington's workforce lives above the poverty line.

## Key Indicator



*Fewer Washington residents live below the federal poverty line than in the United States as a whole.*

# Return on Investment

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GOAL: Workforce development programs provide returns that exceed costs.

## Key Indicator

*During the first five years after participation, individuals in publicly funded workforce development programs earned \$4.10 for every \$1 in public money spent.*



## Workforce Training and Education Coordinating Board

*Washington's Workforce Training and Education Coordinating Board is an active and effective partnership of labor, business, and government leaders guiding the best workforce development system in the world.*

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Ellen O'Brien Saunders  
*Executive Director*

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*This publication is available in alternative format upon request.*



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